

## Administrative Support Assistant

### Goal 1. Process travel-related documents in a timely and accurate way.

Timely = travel documents are submitted to the budget assistant by the \_\_\_\_\_ day of the monthly cycle.

- a. Accurate = in the coming year hold errors below \_\_\_\_\_/month in the monthly report.
- b. Reduce the error rate on the Foreign Travel Request forms from \_\_\_\_\_ to \_\_\_\_\_ by \_\_\_\_/\_\_\_\_/\_\_\_\_.

### Goal 2. Learn the new FTMS system and train the admin staff by \_\_\_\_/\_\_\_\_/\_\_\_\_.

- a. Develop a training program and schedule by \_\_\_\_/\_\_\_\_/\_\_\_\_.

### Goal 3. Improve writing skills.

- a. Take an effective writing skills class in the upcoming year.

### Goal 4. Effectively perform daily and weekly office maintenance tasks.

- a. Develop a week-at-a-glance checklist and any other job aids to supply the reminders and guidelines needed to stay ahead of the office maintenance tasks.
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#### Comments:

1. This single goal represents the core contribution to the work of the lab for this person. To assure there is a clear understanding of what is expected two additional guidelines are included.
2. This is a straightforward goal with a clear outcome. The addition of a milepost for the development of the training program and schedule is included to make sure that a large goal like this one has some structure.
3. This is a goal is aimed at helping the employee develop a core skill. The goal to "improve" is a bit general and could be improved if the supervisor could specify what the employee would be able to do after the improvement took place.
4. The fourth goal is an embellishment on the "other-duties-as-assigned" type goal. This particular employee is seen as needing some job aids to assist in the management of time.